

**Technical Assistance (TA) Requests
of State of Arizona to Office of Emergency Communications
*Submitted September 10, 2008***

Comments Received from Interested Parties

The Office of Emergency Communications (OEC) enabled Arizona to request technical assistance offerings to support interoperability efforts in the State. After reviewing OEC recommendations relevant to initiatives in our SCIP, all ICTAP technical assistance offerings, consultation with Arizona's ICTAP point of contact, and PSCC staff review, a draft set of technical assistance offerings was selected for consideration.

Written feedback for technical assistance was requested via email from all previously identified interested parties on Aug. 25, 2008, and again for a draft set of prioritized requests on Sep. 9, 2008. Additionally, participation by all interested parties was solicited for a conference call on Sep. 10, 2008. These opportunities for feedback were also promoted to the public on the GITA website at <http://www.azgita.gov>.

The conference call on Sep. 10, 2008 was conducted by GITA staff to generate further input from the broadest possible distribution of stakeholders and interested parties. Each technical assistance offering under consideration was briefly defined, stakeholder comments received and not previously summarized were reviewed, and additional comments in support of and then in opposition to inclusion of each TA request were solicited. At the completion of the call GITA staff made a final review of all input, completed a prioritized list of requests, and submitted them to the OEC. The requests can be found on the GITA website at <http://www.azgita.gov/pfcc>.

TA Requests in Priority Order (with requested timeframe)

1. SOP-DEV: Standard Operating Procedures/Communications Plan Development (p 11) (early 2009)
2. GOV-ASMT: Existing Governance Structures Assessment (p 6) (mid 2009)
3. OP-TTX: Communications Focused Tabletop Exercise (p 18) (late 2009)
4. ENG-MIG: LMR System Migration (p 27) (mid 2009)
5. ENG-SYS: LMR System Analysis (p 26) (early 2009)

TA Requests & Comments Received

1. **SOP-DEV: Standard Operating Procedures/Communications Plan Development (p 11)** (SCIP Initiative #12 Standardize SOPs for statewide interoperable communications)

Pros:

- Recommended by the OEC
- Priority #2 - Phoenix Assistant Police Chief Tracy Montgomery, and Oro Valley Police Chief Danny Sharp (concurrence with Assistant Chief Montgomery).
- Pima County Sheriff's Dept. Captain Paul Wilson concurs this is a priority for the State
- Assistant Director of ITS for the City of Yuma, Greg Wilkinson, suggested there may be potential for leveraging other grant funding (SEARCH-COP Grant) for SOP development between City of Phx PD and Yuma, and other regional systems.

- As one of the SAFECOM lanes, SOPs are recognized as a fundamental component of communications interoperability. This TA would help solidify a standard integrated approach for the State and help AZ harmonize with current federal best practices.

Cons: none identified

Full written comments:

Tracy Montgomery: SOP-DEV (Develop and implement statewide operational and SOP standards, which will become the operational roadmap.) – A TA request was in progress to document operational SOPs between Phoenix and Yuma as part of the PSCC Demonstration project. This has been put on hold due to the transition but it is recognized that having SOPs and directives in place for use of technology is critical to successful use of such systems. While we work to implement technology to achieve better interoperability the SOPs and use of such systems must closely follow in order to allow first responders to properly use such systems.

Greg Wilkinson: Phoenix PD and Yuma have a requirement for a TA from Search due to both agencies receiving a COPS grant. This TA was started jointly by Yuma and Phoenix PD to develop some intersystem SOP's in conjunction with the PSCC to hopefully be used for State-wide SOP's. With the PSCC going away and rebuilding both agencies backed off and put the project on hold until they can reassess what they want to do. This may be the venue to do this or via TA for Yuma and Phoenix could pick this back up if both agencies still agree to perform this.

Paul Wilson: The other three [Priorities 1,2,3] already identified also seem highly appropriate for AZ.

2. GOV-ASMT: Existing Governance Structures Assessment (p 6) (SCIP Initiative #3 Expand Governance Model)

Pros:

- Recommended by the OEC
- Priority#1 Phoenix Assistant Police Chief Tracy Montgomery, and Oro Valley Police Chief Danny Sharp (concurrence with Assistant Chief Montgomery).
- Greg Wilkinson did not initially select this TA, but concurred when it was proposed as Priority #2 on 9/9/08
- Pima County Sheriff's Dept. Captain Paul Wilson concurs this is a priority for the State
- Executive Officer David Felix of DPS supports this initiative being a #1 or #2 priority
- Theresa Ehnert, Acting Bureau Chief Emergency Preparedness, AZ Dept. Health Services supports this as a priority
- We intend to engage for work in this area through PSIC and IECGP identified funding, and would like to use this TA as an independent assessment after the completion of that work in late 2009.
- [Note: This offering is more robust than GOV-GSM: Governance Structures Model Development (also recommended by Assistant Chief Montgomery as Priority#1), as it involves an assessment rather than simply a workshop.]

Cons:

- As proposed, would likely not be requested until latter part of 2009.

Full written comments:

Tracy Montgomery: (Expand and enhance the communications governance model.) – This was underway before it was put on hold due to the transition - it is recognized that governance is the critical component to any successful shared system and must be implemented before other aspects are addressed. Without a solid governance plan other actions by the PSCC may be jeopardized without proper agreements in place. The PSCC directed resources and efforts at governance in the past and it should still continue to be the top priority.

Greg Wilkinson: (Sep.9) Item #2 concur.

Paul Wilson: The other three [Priorities 1,2,3] already identified also seem highly appropriate for AZ.

3. OP-TTX: Communications Focused Tabletop Exercise (p 18) (SCIP Initiative #10
Develop a statewide, comprehensive communications training and exercise plan)

Pros:

- Priority #1 for Assistant Director of ITS for the City of Yuma, Greg Wilkinson, and Commander Larry Scarber of DPS (concurrence with Mr. Wilkinson). Mr. Wilkinson believes a number of regions, and definitely the South RAC, have received training funds but lack a clear plan to utilize this money. It is possible these grant recipients could leverage this TA with that funding.
- Pima County Sheriff's Dept. Captain Paul Wilson concurs this is a priority for the State.
- Priority #2 for Bureau Chief of EMS and Trauma System, ADHS, Terry Mullins.
- Arizona's ICTAP point-of-contact, Jennifer Hendry Ph.D (Senior Scientist with SAIC), indicates this is a very good value TA.

Cons:

- Sedona Fire District Battalion Commander Dan Wills, an exercise would be useful but core communications training needs to be incorporated into an exercise or completed first for those participating, necessitating the delay of an exercise until such training is conducted. Deputy Chief of the Tucson Fire Department Pat Quinn and Mark Venuti, Director of Guardian Medical Transport, concurred. Significant cooperation and agency resources must be dedicated to such an exercise.
- Not specifically called out by OEC as a recommended TA in their Technical Assistance Report for AZ.

[Note: Other exercises were also recommended by Mr. Wilkinson as lower priorities than this offering.]

Full written comments:

Greg Wilkinson: These would be my top three priorities for assistance in the walk-crawl-run order. We are seeing in the Southern RAC that people are not spending their training money because they can't get organized to do training they have been funded to do. I see the same here in Yuma that the first responders can't get it going.

OP-TTX: Communications-focused Tabletop Exercise (TTX)

OP-FE: Communications-focused Functional Exercise (FE)

OP-FSE: Full-Scale Exercise (FSE)

Terry Mullins: We also encourage the group to ensure that rural first responders and ambulance services (Private, Municipal, Fire District and Non Profit) be included in a tabletop exercise.

Paul Wilson: The other three [Priorities 1,2,3] already identified also seem highly appropriate for AZ.

4. ENG-MIG: LMR System Migration (p 27) (SCIP Initiatives #4 Upgrade the Statewide microwave backbone, #5 Develop a comprehensive plan to address catastrophic communications loss)

Pros:

- Recommended by OEC to address two high-priority SCIP initiatives.
- Staff Feedback: Some conceptual design work for how a state 700/800Mhz system has been conducted. But integration design for disparate systems statewide, especially large, regional, often rural VHF systems remains to be done.
- Priority#5 for Assistant Chief Montgomery with concurrence by Chief Sharp.
- Sedona Fire District Battalion Commander Dan Wills believes some of this work has been done, but for large, modern, regional, non-Metro VHF systems, integration with 700/800 systems has only been designed at the conceptual level and is lacking details.
- Deputy Chief of the Tucson Fire Department Pat Quinn, Mark Venuti, Director of Guardian Medical Transport, and ADOT Emergency Manager Bill Tait all concurred with Commander Wills.

Cons:

- Not a priority for Assistant Director of ITS for the City of Yuma, Greg Wilkinson, as he feels this has already been done.

Full written comments:

Tracy Montgomery: ENG-MIG (Migrate to a statewide, interoperable radio system that will be used by Federal, State, local, and tribal government entities on a daily basis.) – in order to achieve this goal (which is the overarching goal of the SCIP) other aspects such as governance, initial funding, political support, and sustainability must be accounted for so this may be substituted for other recommended TA offerings based on input from other commissioners with the goal of migration as the ultimate objective.

Greg Wilkinson: **ENG-MIG: LMR System Migration** - have been previously done and the need to reassess where we are again is not a top priority in our opinion as we just need to get on with it and put funding towards getting our microwave backbone in place around the state. Once we have primary links in place for communication the need for a back up can be addressed.

5. ENG-SYS: LMR System Analysis (p 26) (SCIP Initiatives #1 Develop AIRS, #2 Enhance modern regional systems, #8 Develop PSCC long-term solution – high level network connections, #11 Develop a plan for statewide data interoperability)

Pros:

- Recommended by OEC.
- A comprehensive assessment of technical capabilities is a gap in AZ and is critical to enable development of appropriate strategies. The desired deliverables can be tailored to particular needs according to the catalog.
- Staff Feedback: We believe a comprehensive statewide assessment of technical capabilities is still a gap and is critical to enable development of appropriate strategies for statewide interoperability.

Cons:

- Not a priority for Assistant Director of ITS for the City of Yuma, Greg Wilkinson, as he feels this has already been done.
- Communications Engineer of the Gila River Indian Community Police Department Mark Hill concurred with Greg Wilkinson, this work has been done and they have an approach identified.
- Though this TA can be tailored, and it could apply to a number of technology initiatives, the specific needs for the assessment need to be carefully defined by the State to maximize utility.

[Note: Dr. Hendry recommends this technical assistance offering precede OP-ASMT if both are pursued.]

Full written comments:

Greg Wilkinson: **ENG-SYS: LMR System Analysis** has been previously done and the need to reassess where we are again is not a top priority in our opinion as we just need to get on with it and put funding towards getting our microwave backbone in place around the state. Once we have primary links in place for communication the need for a back up can be addressed.

Other Offerings considered but not included in 5 Requested TA Requests

TRG-COML: All-Hazards Type III COML Certification offering (p 14) (SCIP

Initiative #10 Develop a statewide, comprehensive communications training and exercise plan, Supporting Objective Develop COML and COMT classes)

Pros:

- Recommended by OEC.
- Priority #4 for Assistant Chief Montgomery, with concurrence by Chief Danny Sharp.
- Pima County Sheriff's Dept. Captain Paul Wilson believes this should be a top 5 priority.
- The State is currently evaluating a proposal to deliver COML training statewide with IECGP funding. This TA could leverage that initiative.

Cons:

- Assistant Director of ITS for the City of Yuma, Greg Wilkinson, concurs this is a priority but IECGP may be sufficient for funding this training in the near future.
- Sedona Fire District Battalion Commander Dan Wills concurred with Greg Wilkinson because there are 8 COML training sessions planned that should satisfy that priority.
- Mark Venuti, Director of Guardian Medical Transport, and Deputy Chief of the Tucson Fire Department Pat Quinn concurred, this is not a priority if other funding streams are available to satisfy this need.
- Staff Comment: OEC recently issued a finalized curriculum and training schedule for a 3-day COML training course.

Full written comments:

Tracy Montgomery: TRG-COML (Create a training curriculum at DEMA that includes classes necessary for communications certification, including COML and COMT.) – The Central Region has already begun the process of scheduling and training regional personnel in the all-hazards COML program – however, in order for this training to be sustainable, it would be best to enable DEMA to certify instructors and offer the training on a regular basis to account for turnover within jurisdictional agencies. In addition, the current effort underway in the Central Region is using 2008 IECGP funds and all-hazards COMT and COML training is crucial to successful use of interoperable communications systems. Without certified personnel to establish and maintain systems during tactical deployments, technology without support will not be successful to meet operational demands.

Greg Wilkinson: As part of the IECG grant the Phoenix PD has requested funding for state-wide COM-L training. I believe we expect approval of this shortly so we would not need to request this again as we may already have the funding to perform these. Agree with priority but we may already have the means to do this.

Paul Wilson: The TRG-COML: All-Hazards Type III COML Certification offering matches up with one of our goals for providing this type of training. I would recommend it be one of the five priorities.

OP-ASMT: Operational Communications Assessment (p 23) (SCIP Initiatives #1 Develop AIRS, #2 Enhance modern regional systems, #8 Develop PSCC long-term solution – high level network connections, #11 Develop a plan for statewide data interoperability)

Pros:

- This service was recommended by OEC.
- Priority #1 for Bureau Chief of EMS and Trauma System, ADHS, Terry Mullins.
- The desired deliverables can be tailored to particular needs according to the catalog. A comprehensive assessment of technical capabilities, and subsequent effect on operations, is a gap in AZ and is critical for PSCC staff to develop appropriate strategy.

Cons:

- Not a priority for Assistant Director of ITS for the City of Yuma, Greg Wilkinson, as he feels this has already been done.
- Sedona Fire District Battalion Commander Dan Wills concurred with Greg Wilkinson that significant effort and money have been dedicated to needs assessments, and the substance has been completed.
- Though this TA can be tailored, and it could apply to a number of technology initiatives, the specific needs for the assessment need to be carefully defined by the State to maximize utility.

Full written comments:

Greg Wilkinson: OP-ASMT: Operational Communications Assessment has been previously done and the need to reassess where we are again is not a top priority in our opinion as we just need to get on with it and put funding towards getting our microwave backbone in place around the state. Once we have primary links in place for communication the need for a back up can be addressed.

Terry Mullins: From the perspective of the Bureau of EMS and Trauma System, I encourage you to assess the communications capabilities for those services providing first response and ambulance transport of the sick and injured in rural areas of the State.

ENG-AG: Audio Gateway Information and Training (p 33) (SCIP Initiative #10 Develop a statewide, comprehensive communications training and exercise plan) This TA entails gateway, or audio bridge, functionality and operations training on-site or at ICTAP in San Diego.

Pros:

- Priority #5 for Assistant Director of ITS for the City of Yuma, Greg Wilkinson, and Commander Larry Scarber of DPS (concurrence with Mr. Wilkinson).
- This TA would provide value to a number of jurisdictions and stakeholders because it can include ACU-1000 training if desirable.
- This TA was cited as a good value by Dr. Hendry.

Cons:

- Sedona Fire District Battalion Commander Dan Wills feels this is important, but is partly addressed by forthcoming COML training, and even better addressed by impending COMT technical training, and therefore is a lesser priority. Deputy Chief of the Tucson Fire Department Pat Quinn concurred.
- This TA was not specifically recommended by OEC.

Full written comments:

Greg Wilkinson: (Aug.26) The below would be (Priority#) 5 to provide ACU-1000 training as I believe we have many of these around the state that are sitting in warehouses: (Sep. 9 clarification) ACU - 1000 training - many were purchased and few are in use. Yuma does not need this training but if agencies are going to keep them or use them this may be needed in other parts of the State.